

TRICARE Users Consumer Watch

West♦Quarter 1 FY 2011

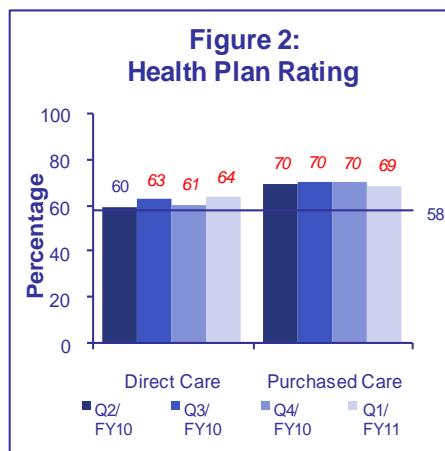
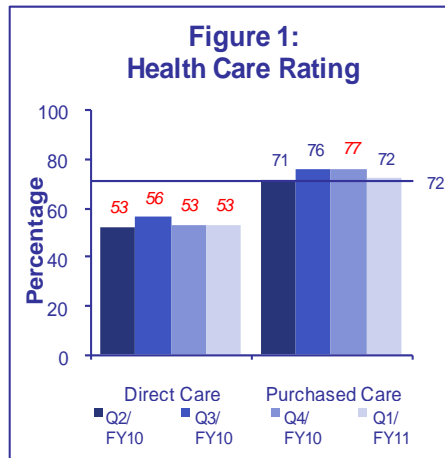
HEALTH PROGRAM ANALYSIS & EVALUATION DIRECTORATE

Source: Health Care Survey of DoD Beneficiaries

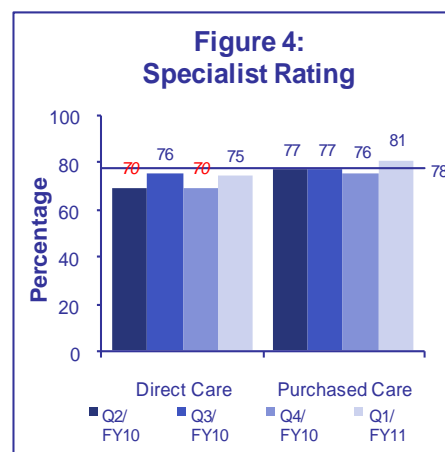
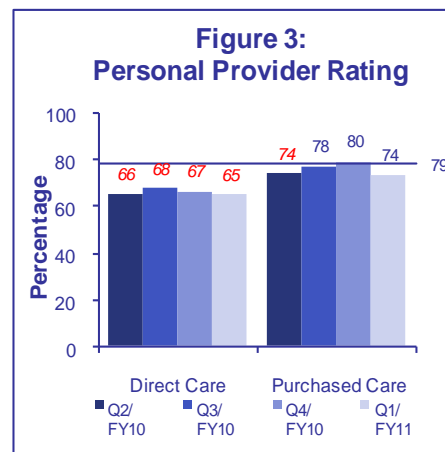
Inside Consumer Watch

TRICARE Consumer Watch is a brief summary of what TRICARE users in your region say about their healthcare. Data are taken from the Health Care Survey of DoD Beneficiaries (HCSDB). The HCSDB includes questions from the Consumer Assessment of Healthcare Providers and Systems (CAHPS), a survey designed to help consumers choose among health plans.

Rates are compared with averages taken from the 2009 National CAHPS Benchmarking Database (NCBD), which contains results from surveys given to beneficiaries by civilian health plans. Rates differing significantly from the benchmark are bolded and shown in red.

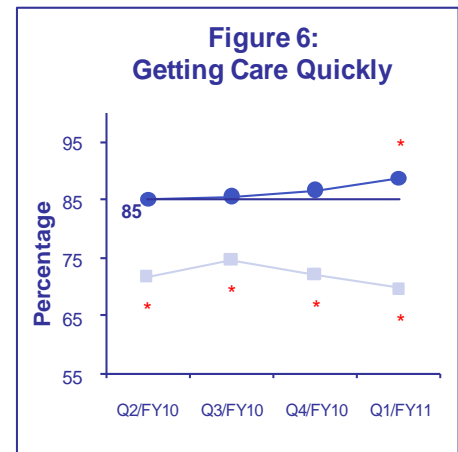
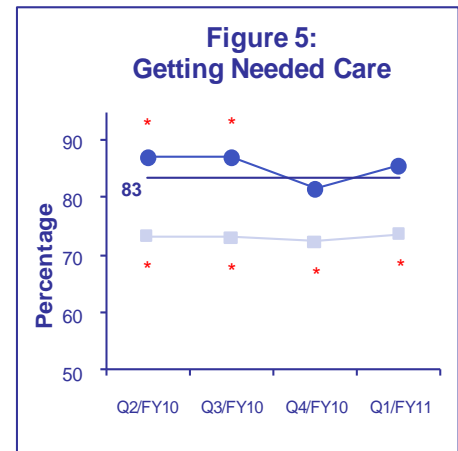


Figures 1 through 4 show the proportion of Prime enrollees with a military PCM (direct care), or enrolled to a civilian PCM, or using Standard/Extra for most of their care in the past year (purchased care) who respond 8 or above when asked to give a rating on a 0 to 10 scale (0 is bad, and 10 is good), for Health Care, Health Plan, Personal Doctor, or the Specialist they see most often. Rates are adjusted for age and health status.



Legend:

- Direct Care
- Purchased Care
- Benchmark
- * Significantly different from Benchmark



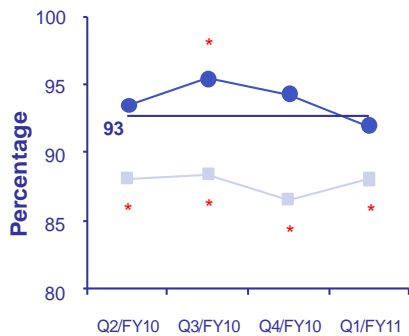
Health Care Topics

Health Care Topics scores average together results for related questions. Each score is the percentage who “usually” or “always” got treatment they wanted. Asterisks show values significantly different from the NCBD benchmark ($p < .05$).

Figure 5 presents the composites “Getting needed care”. Scores are based on patients’ problems getting referrals and approvals and getting needed treatment.

“Getting care quickly”, shown in Figure 6 scores concern how long patients wait for an appointment or wait in the doctor’s office.

**Figure 7:
Doctors' Communication**



Scores in Figure 7, “Doctor’s communication” are based on whether the doctor spends enough time with patients, treats them respectfully and answers their questions.

**Figure 8:
Customer Service**

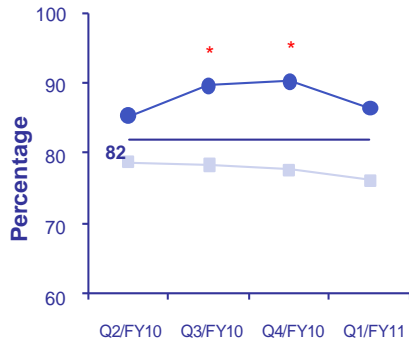
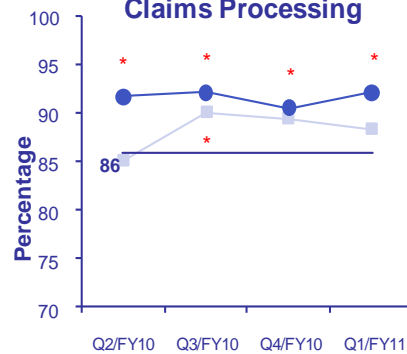


Figure 8 shows “Customer service” scores, which concern patients’ ability to get information about their health plan.

“Claims processing” scores in Figure 9 are based on the timeliness and correctness of plan’s claims handling.

**Figure 9:
Claims Processing**



Preventive Care

The preventive care table compares TRICARE users’ rates for diagnostic screening tests and smoking and tobacco use cessation with goals from Healthy People 2010, a government initiative to improve Americans’ health by preventing illness. A new metric for the non-smoking rate is used: current non-smokers.

Rates that are significantly different ($p < .05$) from the Healthy People 2010 goal are shown by red italics.

Preventive Care					
Type of Care	Qtr 2 FY 2010	Qtr 3 FY 2010	Qtr 4 FY 2010	Qtr 1 FY 2011	Healthy People 2010 Goal
Mammography (women > 40)					70
Direct Care	84	87	88	88 (444)	
Purchased Care	87	91	82	82 (184)	
Pap Smear (women > 18)					90
Direct Care	91	91	92	93 (1112)	
Purchased Care	85	80	89	88 (340)	
Hypertension Screen (adults)					95
Direct Care	87	89	87	90 (2581)	
Purchased Care	94	89	92	92 (470)	
Prenatal Care (in 1st trimester)					90
Direct Care	86	85	86	73 (131)	
Purchased Care	86	94	93	83 (33)	
Percent Not Obese (adults)					85
Direct Care	82	81	81	81 (2538)	
Purchased Care	74	69	72	71 (462)	
Non-Smokers (adults)					88
Direct Care	85	83	82	80 (2516)	
Purchased Care	89	87	86	87 (457)	
Counseled to Quit (adults)*					-
Direct Care	80	66	74	80 (403)	
Purchased Care	82	84	72	88 (55)	

*In FY2010 counseled to quit is the proportion of smokers whose doctor told them to quit.

In FY2011 it is the proportion of smokers and tobacco users whose doctor told them to quit.

Legend:

- Direct Care
- Purchased Care
- Benchmark
- * Significantly different from Benchmark